

of the people, by the people, for the people  
of the San Francisco Municipal Railway

# THE MUNI MEMO

1984 AUGUST

## Artics rolling on San Francisco streets

Here come the artics! The first of the 100 M.A.N. diesel articulated coaches have been arriving at the rate of almost one a day since mid-May. Over 40 are now on hand. After thorough check out and testing, they're being introduced to San Francisco streets and limited revenue service on selected lines.

Tests have been made with the high capacity, 65-foot long coaches over the past month over the #15-Third Street, #38 Geary, # 42 Downtown Loop and the #30 Express Routes.

George Newkirk, Field Support Manager, issued an "open invitation" to ride the articulated coaches and experience their comfort and maneuverability first hand. He pointed out, "the 65-foot long 'artics' turn as good or better than the 40-foot coaches. The buses were manufactured by M.A.N. Truck & Bus Corporation at their Cleveland N.C. plant.

Anticipating all of the new coaches being in revenue service on the streets by October, Diane Nygaard, Training and Safety Manager, set her division to work training 138 operators for the Articulated Coach Division at the Army Street Facility. "Basically, the training is an intense one-day familiarization course to convert accomplished diesel coach operators to articulated coach operators," she said.

Paul Toliver, Deputy General Manager Operations, said that the entire training program would take two only months and the first artics were in revenue service on selected lines during early July.



Training Supervisor Hiawatha Washington, Army Street Division, demonstrates the turning radius of the 65-foot long articulated diesel coach. Washington reports the artics turn within the turning radius of the 45-foot long standard coaches with less "cheat" at the rear end.

## Training/Safety Division awarded certificate

Muni's Training/Safety Division moved into newly developed quarters on the Geary Boulevard side of Presidio Division on Thursday, July 26. A ribbon cutting ceremony was held in the Presidio parking lot in front of the new facility at 11 a.m.

General Manager Harold Geissenheimer used the occasion to present a Certificate of Achievement from the American Public Transit Association for improved safety as demonstrated by the reduction in the number of vehicle and passenger accidents during 1983.

Safety/Training Manager Diane Nygaard received the framed certificate for display in the new Facility as an acknowledgement of Muni's continued improvement in the accident rate.

The MUNI MEMO congratulates the Training/Safety staff, headed by Diane

Nygaard, and all 9163 platform employees, whose combined skill and efforts are reducing Muni's accident rate.

To see a reproduction of the Certificate of Achievement awarded to the Training/Safety Division, turn to page 2.

### ACCIDENT RATE

#### MAY 1984

	S.C.	LRV	CC	TC	MC	SYSTEM
Traffic Accidents	—	8	—	121	104	233
Passenger Accidents	—	12	—	20	16	48
Total Accidents	—	20	—	141	120	281
TA/m.mi.*	—	66.7	—	222.7	90	126.1
TA/m.mi.* this month last year	—	37.4	—	193.5	121.5	129.5

#### JUNE, 1984

	S.C.	LRV	CC	TC	MC	SYSTEM
Traffic Accidents	—	9	9	110	98	226
Passenger Accidents	—	11	7	31	18	67
Total Accidents	—	20	16	141	116	293
TA/m.mi.*	—	71	651	225	84	126
TA/m.mi.* this month last year	—	41	—	212	100	153

\*Traffic Accidents per million miles.



# Hernandez is May Operator of the Month

Salvador J. Hernandez, 54, native San Franciscan, U.S. Marine Corps veteran and Muni operator since 1955, was honored as May Muni Operator of the Month at a special luncheon hosted by the Stock Exchange Restaurant at 155 Sansome Street.

Hernandez started with Muni by driving trolley coaches from Muni's Presidio Division. He transferred to Ocean Division in 1975 and worked the PCC street-

cars. When the streetcars were retired and replaced with the light rail vehicles (LRVs) of the Muni Metro System in 1977, Hernandez stayed with the new transit vehicles, operating first the N-Judah line and switching to the L-Taraval line in 1982. He holds an 18-year safe driving award.

Hernandez enjoys his passengers and operating the LRV's. He is often found during his off-duty hours riding the

Muni Metro lines for pleasure. His philosophy is simple—he treats his passengers as he would be treated. "Even irate passengers can be handled if you remain calm, inform them of the reason for any delay, and generally treat them the way you'd like to be treated," he observes.

Hernandez was reared in San Francisco's North Beach District, and he attended Mission High School. He enlisted in the Marine Corps and was decorated while a Sergeant with the 5th Marines in Korea. Returning to civilian life in 1952, Hernandez was employed for two years as a warehouseman at the Marine Corps Depot, 100 Harrison Street, until he joined the Municipal Railway in 1954. A member of the Veterans of Foreign Wars, West of Twin Peaks Chapter, Hernandez is active in their Blood Bank.

With five children by a previous marriage, Hernandez has five grandchildren and expects two more this fall. He married Magdalena in 1979 and they have two sons: Diego, 5, and Matthew, 3.

Attending the luncheon in Hernandez' honor were Supervisor Quentin Kopp, PUC Commissioner Joseph Barletta, Muni General Manager Harold Geissenheimer, and representatives of the Transport Workers Union, the San Francisco Council of District Merchants, and T.D.I. Winston, Muni's advertising company.

Hernandez was awarded a total of \$300 from the Transport Workers Union, T.D.I. Winston, Lagrone Insurance and the Municipal Railway Credit Union. In addition, he received commemorative plaques from Mayor Dianne Feinstein and the Board of Supervisors, along with a trophy from the Council of District Merchants.

T.D.I. Winston also presented Hernandez with a night on the town, complete with dinner for two and tickets to the theater in a chauffeured limousine.

At the end of the year, Hernandez' name will be included with the names of other winners of the awards this year in a drawing for an expense paid Hawaiian vacation for two courtesy of T.D.I. Winston.

Muni General Manager Harold Geissenheimer said, "Mr. Hernandez' exemplary driving skills and courtesy make him a deserving recipient of this coveted award."

Expressing pleasure that "Sal" Hernandez is honored in the new, expanded awards program, Geissenheimer said, "The valued participation of the private sector has made this expanded program a success. Without the time, energy and dollars freely donated by such friends as Art Blum Public Relations, T.D.I. Winston, Umberto's Restaurant and the Council of District Merchants, a program of this kind would never be possible."



Salvador J. Hernandez treats his passengers as he would like to be treated. His courtesy and driving skills won him May Operator of the Month.



## EDITOR'S BOX

Field Support Manager George Newkirk reports that a long standing need for improvement of the Kirkland Division property is now being met thanks to the JLMB Kirkland Worksite Committee and Muni General Manager Harold Geissenheimer. Rehabilitation of Kirkland has started—renovation of the women's rest room is completed. Next, the rest of the building will be upgraded by Facilities Maintenance work crews under Deputy General Manager Ed Pearson.

"The plan is to 'gut' the building to the walls and reconstruct it to provide an uncongested and quiet rest area for operators—one that will be easier to keep clean," Newkirk said. "The work is being done mostly by Facilities

Maintenance workmen, who started the major task at the end of July and should be finished in 30 to 60 days thereafter."

During the reconstruction work, temporary trailers will be placed on the property, as required, to provide gillye room and dispatch facilities while the work is going on.

Planning is well along for the upcoming Safety Banquet August 11 at the Hyatt Union Square. The banquet will be in honor of the 102 operators who have safe driving awards for 15 or more years. The honored safe drivers and

(Continued on page 3)



Army Street Maintenance Manager Lee Large and Division Manager Jim Sauer reviewed progress made in constructing the Army Street Division for the arts.

## Training/Safety award

**The American Public Transit Association**

**Certificate of Achievement**

**accorded to**

**SAN FRANCISCO MUNICIPAL RAILWAY**

**In Recognition of an Improved Safety Record  
as Evidenced by a Reduction of Vehicle  
and Passenger Accidents for 1983**

*Joseph Alexander*  
Joseph Alexander, Chairman



Muni's Training/Safety Division was presented a Certificate of Achievement from the American Public Transit Association on July 26. The framed certificate, reproduced here, is on display in the new Facility, acknowledging Muni's continued accident rate improvement.

### THE MUNI MEMO

Published periodically by direction of the Public Utilities Commission for the employees of the San Francisco Municipal Railway.

Nancy C. Lenvin, President  
John M. Sanger, Vice President  
H. Welton Flynn  
Joseph R. Barletta  
Louis J. Giraud

Rudolf Nothenberg  
General Manager  
Public Utilities Commission

Harold H. Geissenheimer  
General Manager  
Municipal Railway

Warren D. Hanson  
Public Relations Officer  
Editor—The MUNI Memo

George Ott  
Contributing Editor  
Shop Talk



# June Operator of the Month is Ernest Graves

Municipal Railway Operator of the Month for June 1984, Ernest Graves, 59, was honored today during a special civic luncheon at the Empress of China restaurant.

A 36-year veteran with the Muni, Graves started driving gasoline buses from the 24th and Utah Bus barn on the #15-Third Street line in 1948. He has remained with the motor coaches, now diesel powered, operating the #2-Clement for nine years, the #38-Geary for seven years, and the #45-Van Ness for four years. For the past three years Graves has been driving the #19-Polk out of Kirkland Division.

Originally from Somerville, Texas, Graves attended the Paul Quinn College in Waco and in 1937 moved with his family to San Mateo. Drafted into the U.S. Army Corps of Engineers in 1943, Graves took part in the Pacific invasions of Saipan and Okinawa. Leaving the Army as a Staff Sergeant in 1946, Graves returned to his pre-war job at Swift Packing Company in South San Francisco, before joining the Municipal Railway as a conductor.

Formerly married, Graves has seven children: adults Ernest, Jr., Reginald, Nelson, Eric, Malcolm and Ernesta, and 14 year old LeJune. He dotes on his five grandchildren.

Holding a 23-year safe driving award which was presented to him June 29, Graves expressed surprise when told he also won the coveted Operator of the Month award. He says he gives no problems and makes no waves. He believes his tact and ability to win over difficult passengers with extra attention and courtesy helped to win him the award.

A sports car enthusiast, Graves takes pride in caring for his 280Z sports compact coupé during his free time.

Attending the luncheon in Graves' honor were Supervisor Willie Kennedy, PUC Commissioner Joseph Barletta, Muni General Manager Harold Geissenheimer, and representatives of the Transports Workers Union, the San Francisco Council of District Merchants Association, and T.D.I. Winston, Muni's advertising contractor.

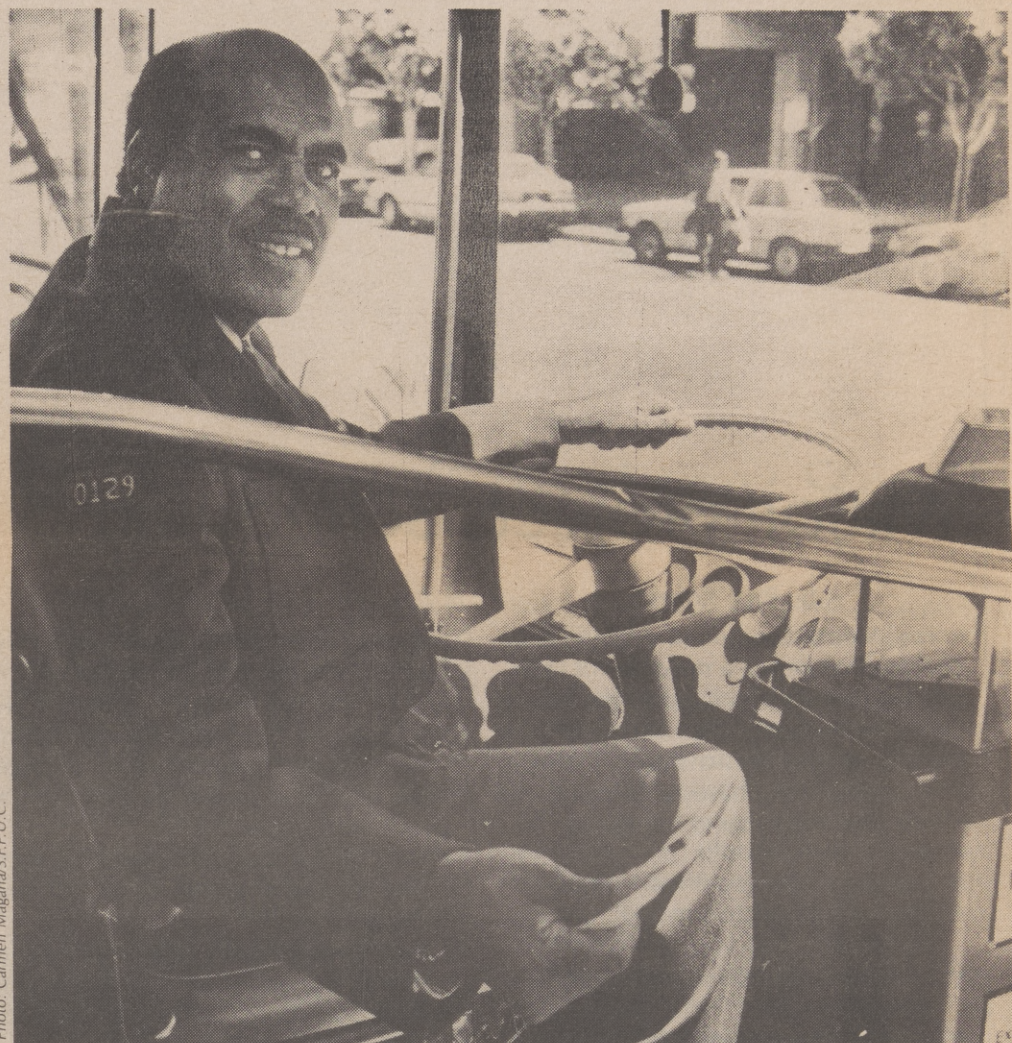
Graves was awarded a total of \$300 from the Transport Workers Union, T.D.I. Winston, Lagrone Insurance and the Municipal Railway Credit Union. In addition he received commemorative plaques from Mayor Dianne Feinstein and the San Francisco Board of Supervisors, along with a trophy from the Council of District Merchants Association.

T.D.I. Winston also presented Graves with a night on the town, with dinner and theater tickets for two, and a chauffeured limousine for the evening.

At year's end, Graves' name will be put into a hopper with the names of other winners of the award this year. The winning name drawn from the hopper will receive a Hawaiian vacation for two courtesy of T.D.I. Winston.

Muni General Manager Harold Geissenheimer congratulated Operator of the Month Graves and said, "Mr. Graves' exemplary driving skills and courtesy to passengers make him a well deserving recipient of the now expanded awards program."

"The private sector's valued participation is making this expanded program a success. Without the time, energy and dollars donated by friends such as Art Blum Public Relations, T.D.I., Winston, the Empress of China and the Council of District Merchants, the Operator of the Month program would never be possible."



His tact and ability to win over difficult passengers helped Ernest Graves to be named Operator of the Month. Graves was also honored at the June ceremony for 23 years of safe driving without a preventable accident.

## May/June safe drivers honored

At the June Operator of the Month Ceremony for Ernest Graves held at Kirkland Division, PUC President Nancy Lenvin and Muni Training Manager Diane Nygaard presented safe driving awards to 68 operators who have gone one or more years without a preventable accident. Operators achieving ten or more years of safe driving are:

**10 years:** Martin Islas, Jr., 0312, and Robert Walker, 0267. **11 years:** Sik K. Chau, 0832, M.J. Harrington, Jr., 0471,

and Lawrence Lee, 0755. **12 years:** Lycurgus Billups, 0390, and David Y.J. Wong, 0709, and Vernon L. Sayous, 0826. **13 years:** Earl Jackson, 0614, and Herpel E. Nious, Jr., 0549. **14 years:** Arnold Lum, 0273, and Nick Joseph Mayo, 0367. **16 years:** Albert J. Urquidez, 0438, and Edward Jackson, 0192. **17 years:** Sam M. Hutcherson, 0418. **23 years:** Ernest C. Graves, 0129, and Albert Robinson, 0226. **24 years:** William T. Shelby, 0183.

## More Editor's Box



The Northern Division dominated the All Star contest at Kezar Pavilion with a final score of 108 to 95. Shown here are: (left to right standing) Bill Dye, Derone Johnson, Orlando Williams, Russel Silas and Willie Henderson. (Sitting) Stephen Dickson, DeWitt Nunery, Walter Knight, David Garruty and Roscoe Smith. (Thanks to Fred Peterson for caption.)

(Continued from page 2)

their guests are being hosted by the TWU, Muni and the M.A.N. Corporation. THE JLMB undertook this sponsorship at the request of Training and Safety and plans to make the Safety Banquet an annual event as more and more operators qualify for the 15 year safe driving award. A limited number of others wishing to attend may do so at \$20 per plate. An evening of entertainment will include dancing to the music of the Ebony Jam.

The Army Street Division held an open house to show off the new articulated diesels to operators and their families on Saturday, July 28. This was the "official unveiling" of the artics and Newkirk feels there should be some 40 of them available for inspection.

"With the return of the Cable Car Division and the start of the Army Street Division, Operations is now working with seven divisions," Newkirk pointed out. "The three motor coach divisions



Some of the operators receiving safe driving awards at the divisional ceremonies honoring Sal Hernandez, Operator of the Month for May. Left to Right Bottom row: Oral Parker, Michael Postel, Thomas W. Henry, Richard Morton, L.T. Randolph, Jr., Clint Pierce, Cleveland Chiles. Top: Hal Blatch, Hernandez, Cornell Gatewood, Frank Lee, Jr., Charles Gross, Lou LaMont, John Mullen, PUC President Nancy Lenvin, George Martinson, Howard Spriggs, and Matthew Jenkins.

are: Woods, headed by Dick Conoly; Kirkland, headed by Jim Stewart; and now Army Street, headed by Jim Sauer. The two trolley coach divisions remain Presidio, headed by Ron Gilmore, and Potrero, headed by Jim Christian. Metro LRV is headed by Art Franke, and Walter Ware heads the returned Cable Car Division," he explained.

The upset in the Municipal Railway Basket Ball League was the defeat of the top ranked Kirkland Knights by the underdog Miscellaneous Employees who thereby took the league championship and the annual TWU Perpetual Trophy. In the All Star Game, however, Northern Division dominated for the All Star Title, and Kirkland fans received a TWU award certificate for their loyal support of their team.



# FROM THE

*Shop Talk, the publication for Equipment Maintenance and Maintenance Training, is chock full of items of interest. For example*

## Major projects scheduled

by Rich Rogers

The Metro Equipment Maintenance Division has begun a major effort to improve our ability to support the transit fleet and to better plan schedule production in the Metro Support Shops. This is the final phase of bringing the Metro operations up to full speed.

Here's our schedule:

- Start up of Geneva Shop—August '84
- Start up of Metro Annex—November '84
- Increase Metro service to 103 runs—August '84
- Increase maintenance for L.R.V.'s: Scheduled component overhaul—F.Y. '85
- Major Inspection revision—F.Y. '85
- L.R.V. modification program—F.Y. '85
- L.R.V. deferred maintenance catch up—F.Y. '85
- Historic Trolley fleet expansion—F.Y. '85

This final step to full operation will be an intense and complex effort. We have contracted with Booz Allen and Hamilton Inc. to help us fully implement the Metro Control Room Function. I

presently anticipate that this project will take six months. Mr. Bill Kuiper of B.A. and H. Inc. will be assisting us. He will be located at the Metro Control Room.

Temporary organizational changes have also been made in order to expedite this project.

- Mr. George Wynn has been assigned the overall direction of the Control Room.
- Mr. George Casey remains as Senior Controller and reports to Mr. Wynn.
- The Electronics Shop has been divided and is now two units.
- The Radio Shop unit is under Mr. Warren DeMerritt.
- The Metro Division has a proven. George Wynn, who will have overall direction of this unit, including all Electronic Maintenance and all computer activities.

The Metro Division has a proven history of success in accomplishing major goals. I am sure that our organization will also take this latest effort in stride. Everyone's contributions to the success of the Metro, past and future, are greatly appreciated.

## Cable cars go to the stars

In case you were out of town, or don't read the papers, or don't watch the T.V. news or whatever—the Cable Cars are back!

The official opening of the system was Thursday, June 21st with a big celebration attended by everyone who's anyone in the city.

Now, Muni Maintenance has settled into the task of maintaining the cars. Thirty-nine have already been rebuilt (in a phenomenal time of under nine months and there are three more to go).

Right now, the Cable Car Division is putting out 26 runs and in order to keep them going out Jon Miller (7216) has got

a crew of 24 mechanics, service workers, and cleaners supervised by Rich Dale (7253), Don Troya (7380), and Wayne Fielding (7380).

Even Ed Grant is over there helping to get things rolling at the new cable car facility.

The new barn is a real jewel. Those of us who remember the old one are struck by the roof over the pull-in yard and the new electric powered-computer controlled turntable. When the turntable and everything else is up and running, it looks like things will be a lot better compared to the "good old days."

## Latest promotions announced

Joseph Dominguez, 7214; Robert Glaser, 7228; Robert Johnston, 7228; Richard Dale, 7253, Larry Jackson, 7253; Tom Rogers, 7253; Dave Worthy, 7253; Dominic Gallowitz, 7313;

Lawrence Lane, 7313; Patricia Parsons, 7313; Victor Borlaza, 7379; David Lu, 7379; Julio Briceno, 7381; Augusto Velasco, 7381; Philip MacKay, 7382.

## Deputy General Manager recaps fiscal year

by Ann Branston

July 1st is the City's fiscal "new Year." It seems an appropriate time to look back briefly on Fiscal Year 1983-1984 and to make a few resolutions about the 1984-1985 Fiscal year.

The California Highway Patrol has given the Diesel organization satisfactory ratings on its last six inspections—a definite improvement over ratings earlier in the year. In addition, reliability is up and with new Flyers and M.A.N.s now arriving availability is looking up as

well. The diesel organization's primary challenges for Fiscal year '84-'85 are to build a fleet of working spares as the new buses arrive and to keep the new fleet in first rate condition.

The Trolley Coach Divisions had a rough time during the first half of the fiscal year due to problems with the new inductive switch system and breakdown problems on the new 24 line. But reliability is now up in both Trolley divisions. Trolley managers and supervisors are working with George Ott, our training coordinator, on a Trolley Coach training program that should be in place by this fall.

In December the L.R.V. section rose to the challenge of a ten (10) car increase in its peak service demand. At the same time brake and door adjustment campaigns helped improve reliability. What's in store for the up coming fiscal year? Another eleven (11) car service increase at the end of August, new hard seat inserts and a coupler modification program should keep everyone at Metro very busy.

Finally, with thirty four (34) rehabilitated cable cars back in service, the cable car group has rejoined us as operating division. We plan to rehabilitate a few more cars in Fiscal Year '84-'85 and to keep the ones we've got in service looking and working just as well all year as they did on June 21st.



## NEW EMPLOYEES

Suataute Anoi, 1844; Janet Bosnich, 1844; Fred Neal, 1844; Jaime Ramirez, 1844; Alfredo Alfonso, 7313; Fred Chiles, 7313; George Wedderburn, 7313; Hector Zelaya, 7313; Daniel Koledin, 7318; Callentine Livit, 7344; Tom Spear, 7344; Ernesto Williams, 7344; Demetri Amaya, 7381; Kenneth Carson, 7381; John Clayton, 7381; Allen Fung, 7381; John Jacoby, 7381; Ignacio Navarrete, 7381; Jose Pabon, 7381; Xavier Wanzo, 7381; David Kern, 7382;

Ronald Butler, 7387; Yulo Apolinar, 7409; Charles Chio, 7409; Eddie Faulk, 7409; Anthony Fajardin, 7409; Sherwin Herbert, 7409; Jonathan Mason, 7409; Jack Modica, 7409; Alberto Oquendo, 7409; Patrick Wong, 7409; Charles Chase, 7410; Robert Phillips, 7410; David Cervantes, 7530; Nancisco Aguilar, 9102; Genevieve Bayan, 9102; Allen Grant, 9102; Virginia Jones, 9102; Gary Mar, 9102; Ernesto Valencia, 9102.

## Come one, come all first annual picnic

September 22 is the Electrical Equipment Division first annual picnic at Lindley Meadow in Golden Gate Park. There'll be food (hamburgers, hot dogs, chicken and drinks), and fun for all. The festivities will begin at 10:00 a.m. and go until we run out of energy or the sun goes down, whichever comes first. Everyone from Trolley Coach, L.R.V., Cable Car, and Metro Support Shops is invited to attend. Please bring your families, sports equipment, plates and utensils. Also, if you'd like to, bring a salad or dessert. We'll see you there!

## Equipment Maintenance Results

Availability and reliability figures for each mode for the past two months are:

LRV	Availability*	MBRC**
April	114%	1061
May	108%	1012
MC		
April	97%	813
May	98%	867
TC		
April	112%	10944
May	118%	1125

\*Availability as a percentage of demand

\*\*Miles Between Road Calls



# THE SHOPS

nt Maintenance employees edited by George D. Ott, Director  
of items of interest to us in other Municipal Railway Divisions.

For example:

## Diesels receive new system

by Virgil Dennis

The Motor Coach control room has recently received P.U.C. approval for an in-house maintenance computer system. This system, run on an IBM-XT, will enable us to develop our own reports showing chronic problem areas, defect trends, or areas that will require our attention. In addition to pointing out problems, we will be able to report the areas that have shown improvement through our efforts.

This is a top of the line system that is being used and applauded by many transit systems throughout the country. The system includes hand held data collectors for use on the fuel line (no more

fuel sheets!) that when plugged into the computer, will automatically update Brake Adjustment and P.M. scheduling. The system will also point out coaches that are using an excessive amount of fuel or oil—those are the coaches we want to repair before it costs us an engine or transmission!

We are also purchasing a new filing and visual board system. This system will permit us to exhibit the "total picture" of the fleet including current coach status, where the coach is in the P.M. rotation and when the next inspection is due. Any problems will quickly show themselves!

## Muni "army" on Army Street

Recently someone from the M.A.N. Corporation in North Carolina called our newest division. We answered the phone with the word, "Army." The reply from the other end was, "Wow, I knew MUNI was big, but I didn't know you were into military activities." We're not, but we do have an "Army."

On May 30th we started revenue service out of our new Army Street Division at the corner of Third and Army. We started with 70 G.M.C.s and are now up to 75 runs on the 38, 15, 30, and 42 lines. These "Jimmys" will be gradually replaced as the new M.A.N. articulated coaches go into service. In fact as of June 30, two of the new coaches were doing "tripper" service on the 38 line. Eventually there will be 100 of the "Ar-

tics" of which 35 to 40 will be kept at Pier 70 with a shuttle bus taking operators between Pier 70 and Army Street.

Why shuttle? Because of space limitations. In fact, the Army Street facility is still not complete. Lee Large, Maintenance Manager at Army and his crew of 25 are now receiving training on site and they are able to service coaches and do some repairs at Army St., but vault pulling and many repairs still have to be done at Woods.

This situation should change by the end of July, when building construction and modifications are to be complete. At that time the full Maintenance complement of 50 persons will be able to do all training, servicing, and repairing at "home."

## Bus load of training keeps personnel busy

With the new coaches arriving at Motor Coach there's been more training going on than you can shake a manometer at. Not only have maintenance personnel been involved, but also operator trainers and supervisors. Cliff Steele the Diesel Trainer helped to conduct classes on the Flyers for over 100 of the folks from the Operations side.

So what have maintenance people been getting? Here's just a sampling of the many subjects taught in the last two months in the Motor Coach arena: Coach driving (for new employees), Vapor doors on Flyers, Flyer electrical

system, Coach familiarization for Flyer, Coach familiarization for M.A.N., Computer operation, Bennett shifters, Wheel chair lift operation, warranty

procedures, etc.

And guess what? In the next few months there's going to be even more. The biggies will be Flyer & M.A.N. trouble-

shooting and repair and a special course for Automotive Service Workers that will encompass all phases of motor Coach maintenance and operation.

### Trainees finish course

On June 1st the latest group of trainees finished the L.R.V. Phase I course. They are: Patrick Wong, Alberto Jara Oquendo, Anthony Fajardin, Eddie Faulk, Jack Modica, Raymond Yu, Gale Wong, Yulo Apolinar.

Next up in the L.R.V. world will be the first of the Phase II classes. Frank Guzzo and Louis Alvarez will probably start with the door class since they're just dying to show off the great new training device designed by Louis and constructed by him and Frank (with a lot of aid from the guys at Metro).

*Shop Talk is a periodic publication for Equipment Maintenance Employees. It is produced by the Maintenance Training Department and is edited by George Ott. All suggestions and/or questions are welcome. Please call George Ott at 5004 or your training coordinator, they are:*

Metro  
Frank Guzzo—2237  
Trolley—Motor Coach  
C. Steele—5950



Mayor Dianne Feinstein joins with Woods Division maintenance workers giving a "thumbs up" salute to the newly delivered Flexible Flyer coaches. Coming from Canada, 20 are on hand with another 180 to be delivered. Shown above, left to right, are Frank Wolfe, Odin Wilhaus, Jack Blanchfield, Phil McKay, Mike Zannoni, Eduardo Manag, Tom Wurm, Art Dahlin, Brad McArthur, John Estebez, Larry McGee, Mayor Feinstein, Gary Manowat, Israel Alfonso, Tim Causey, and John Anadi. Thanks to Ralph Warner for caption.



# June maintenance worker is Goe Tin Chong

"The electrical wiring of an LRV (light rail vehicle) is complicated, but it's not that difficult to learn if you take it in easy steps. Read the schematics, perform weekly inspections and jump on defects."

With this outlook, June Muni Maintenance Worker of the Month Goe Tin Chong, 45, Electrical Transit Mechanic for Muni Metro Running Repair, advises new maintenance workers on how to approach maintaining LRVs for Muni's five Metro lines.

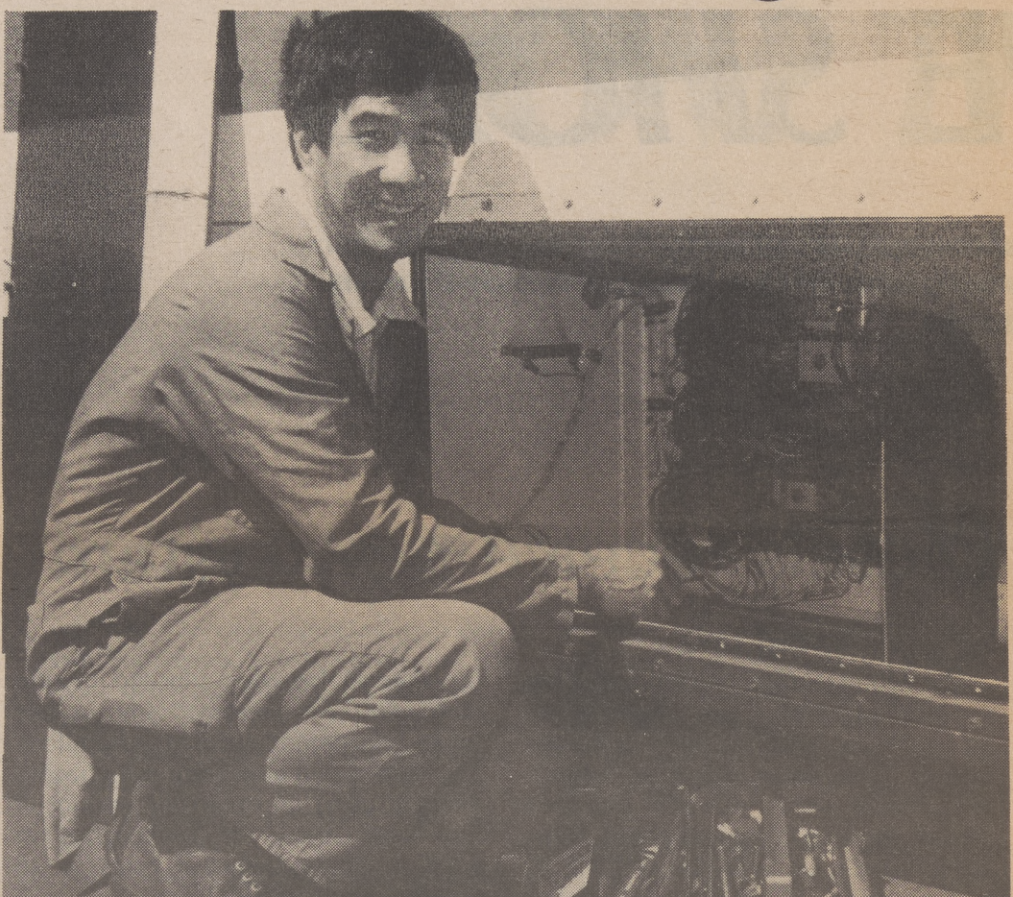
For relaxation, Chong has been known to study LRV technical manuals to simplify complicated 600 volt wiring schematic diagrams for use in trouble shooting the Metro vehicles.

Born and reared in Rangoon, Burma, Chong was graduated from the University of Rangoon in 1967 with a degree in Higher Theoretical Mathematics and

worked for Burma Electric for 11 years installing electric motors and wiring 6 and 12 volt auto systems. He married Swee Saung Chu in 1974 and they emigrated to the United States in March 1978. The Chongs have passed their U.S. Citizenship examinations and expect to receive their naturalization certificates at their Daly City home in the near future.

When they first arrived in San Francisco, Chong was employed by the Supreme Electric Company as an electrical technician. He passed Civil Service examinations in 1979 and was assigned to Geneva shops where he worked on the PCC streetcars. He moved to the Metro Running Shops in November 1983.

"Mr. Chong's enthusiasm and willingness to seek out difficult jobs and trouble shooting to detect and correct mechanical as well as electrical defi-



The co-workers of Goe Tin Chong, pictured above, named him Maintenance Worker of the Month for his willingness to seek out difficult jobs along with his ability to trouble shoot, detect and correct deficiencies with preventive maintenance.

ciencies with preventive maintenance made this five year veteran of Muni's Equipment Maintenance Division so impressive to his foremen and co-workers at Metro Center Shops that they named him Maintenance Worker of the Month June, 1984." Muni General Manager Harold Geissenheimer said.

Chong was honored by the Public Utilities Commission and the Municipal Railway at a reception and recognition ceremony in the Metro Center Shops. Along with management's congratulations, Muni Deputy General Manager Ann Branston presented Chong with the Muni Maintenance Worker brass belt buckle, pointing out that the Maintenance Worker award is highly honored

and coveted. Branston said, "Goe Tin Chong is the ninth maintenance worker to receive the honor. He earned it by his dedication, ingenuity and the example he sets for other maintenance workers."

Along with the specially designed belt buckle, Chong also received a PUC Award Certificate from PUC President Nancy Lenvin, a \$100 cash award from T.D.I. Winston Network, Muni's advertising contractor, and a gratis \$25 account from the Muni Shopmen's Credit Union. In addition Chong's name will be included with other winners of the award this year in a drawing for an expense paid Hawaiian vacation for two, courtesy of T.D.I. Winston.



June's Maintenance Worker of the Month representing all the Support Shops is Goe Tin Chong, 7379, here shown with Muni Deputy General Manager Ann Branston, Electric Transit Equipment Superintendent Rich Rogers, and other honorees nominated for the Maintenance Worker title. From left to right, standing, Branston, David Lee, 7379, Eddie Topps, 7401, Chong, Rogers, and Bernie Sgambati, 7379; kneeling, Robert Chin, 7318, Don Armstead, 7379, and Mike Resch, 7379.

## Class prepares participants for advancement

Michal Settles, Manager of Training and Staff Development, PUC, is conducting a pilot voluntary Career Development Program for class 9163 platform employees designed to improve their performance on the job and to prepare participants for career advancement in the Municipal Railway.

The program started November 15, 1983 and consists of 86 hours of management training. According to Settles, 457 operators signed up to take part in the voluntary course of instruction on their own time.

Having the support of the Mayor, PUC Management, Muni Management and put on with the cooperation of TWU Local 250A, this is the first time that any city department has undertaken so extensive a training effort for such a large group of employees. Settles expressed her appreciation to Jerry Jacobs and Russell He of Pacific Bell for being "most supportive and helpful throughout the developmental stage."

Originally designed for ten training cycles, or classes, of 50 students each, the pilot training program settled at just over nine cycles covering PUC organization, the supervisor's role, communications, leadership, problem resolution, labor-management relations, organizational changes and test taking. "Successful completion of this PUC training program also earns the student three units with San Francisco Community College," Settles said.

Emphasizing that the pilot program is conducted for the 9163 classification, Settles pointed out that all PUC employees are eligible for this training and that video tapes of the training sessions will be available to all employees late this year.

Students signed up for classes conducted from 10:00 am to noon on Tuesdays or 7:00 pm to 9:00 pm on Wednesdays. The entire course runs some 22 weeks long. "By mid-June, 208 operators had completed the course and were awarded certificates," Settles said. "The Transportation Workers Union Local 250A has invited the participating operators to congratulatory receptions."

MUNI MEMO congratulates the first cycles of 9163's who have completed their course of study and encourages those currently in mid-cycle to master the subjects being presented by Settles

and the PUC Training Staff.

It will be our pleasure to watch successful graduates of this pilot 9163

Career Development Program move into leadership positions in Muni as the years go by.



During an evening session of the 9163 Career Development Program members of Cycle 8 make notes while PUC Trainer Mike McDonough clarifies a point and Ken Johnson videotapes the session. The videotapes of each training session will be available at the Main Branch of the San Francisco Public Library starting September 1.



# Bauer to retire after 37 years with Muni

Topping off a 37-year career from Muni operator to Deputy Field Operations Manager, Frank Bauer just finished scheduling 57 motor coaches for eight days of special events in support of the Democratic National Convention.

Frank has announced that his last day on the job will be September 18, two days after his 60th birthday. A retirement dinner is being organized for him at the Apostleship of the Sea, Fremont and Harrison Streets, on September 21. Watch bulletin boards for details!

Born in South Bend, Indiana, Frank was reared in Denver, Colorado. On the day following the attack on Pearl Harbor, he enlisted in the U.S. Navy at age 17 and spent two years on a San Francisco Bay net tender out of Tiburon. He was then sent to the Marshall and Gilbert Islands—Kwajalein and Tarawa—and was promoted to the rank of Boatswain's Mate First Class. Discharged from the Navy on December 7, 1945, he went to work for the Navy as a civilian rigger.

Bauer went to work for the Municipal Railway in August 1947. His first assignments were as conductor on the #22, #25 and #31 streetcar lines out of the Turk and Filmore barn. He transferred to motorcoach operator in August 1948, working the #24-McAllister and in January 1954 switched to trolley coach operation on the #47 Van-Ness, and in September 1954 he went to the one-man streetcar operations on the K-Ingle-side out of Geneva.

After winning a seven-year safe driving award, Bauer was promoted to in-

spector and spent the next seven years on the fixed post at Van Ness Avenue and Market Street, becoming a Central

Control Dispatcher at Presidio in 1965. He became an assistant chief inspector in 1971 and two years later he was Chief

Inspector. Promoted to Assistant Superintendent of Transportation in 1979, he saw that position designated as Transit Manager II in 1981 with the title of Deputy Field Operations Manager.

Bauer married Catherine Kenny of San Francisco in June 1946 and they raised five children in their West Portal home. Mrs. Bauer is now retired from teaching at John Swett and Herbert Hoover Schools. The children, now adults, are: Leo T., a project engineer with the Utilities Engineering Bureau; Mrs. Theresa "Terri" McEntee, who also teaches; Ann, a benefits analyst; Barbara, a civil engineering major at UC Davis; and her twin, Kenny, a business administration major at UC Santa Barbara. Frank and Catherine Bauer are the proud grandparents of Leo's Kristen, age 9, and Keith, age 4, and Terri's Meagan, age 5, and Erin, age 2.

A 20-handicap golfer, Bauer expects to spend much of his leisure time at the Lincoln Park Golf Club, after a short vacation at Lake Tahoe and a stint of jury duty.

In addition to holding many commendations and expressions of thanks from notables at all levels including the Presidency over the years, Bauer takes particular pride in the fact that he wrote the first instructor's manual for inspectors, which has since been used as the guide or model for training manuals later developed for other transit classes.

MUNI MEMO joins with Frank's many friends in Muni and other City departments in warmest best wishes for many years of health and happiness.



Frank Bauer, Deputy Field Operations Manager, to retire after 37 years.

## Howard July Maintenance Worker of the Month

"Since she took over the Muni Metro Battery Shop over three years ago, Muni's need to purchase new batteries for the motor and trolley coaches has been reduced by at least fifty percent, resulting in annual savings of some \$35,000," says David Lake, Electric Motor Shop Supervisor at Muni's Metro Center.

Lake is talking about Sandy R. Howard, 57, whose strict measures in battery maintenance and inventory control have brought a previously loose arrangement under close management. "She has so impressed her supervisors and co-workers at Metro Center that this Electrical Transit Service Worker has been named Muni Maintenance Worker of the Month for July," said Muni General Manager Harold Geissenheimer.

Howard joined Muni in May 1979, being assigned as an automotive service worker on the diesels first to Woods Division and later to Kirkland Division. After completing Civil Service Examinations for her present job, she was assigned to Metro Center in 1981.

Born in New York City, Howard was reared in Edgewater, New Jersey, where she completed her education. After odd jobs including war industry work in New Jersey, she operated her own restaurant "Quartet" in New York City. She then sought a less harsh climate on the West Coast and, by way of Las Vegas, came to San Francisco in July 1963.

Initially working for a costume jewelry house in San Francisco, she then became a bowling coach at Mission Bowl and Dan O'Glove's Bowling Lanes, carrying an average in the high 180's. When the lanes went out of business, Howard supervised gardeners and nurserymen at Datello's Plant Nursery in Daly City.

In 1977 she went to work for the South San Francisco School District as a school bus driver. While there she trained in gasoline and diesel auto mechanics and manual transmissions, obtaining her Class 2 operator's license and working with school children from kindergarten through high school age.

Howard claims four "loves" in her life—her home, her job, horseracing and golf, though not necessarily in that order. With other women working at Muni Metro Center, she organizes the annual observance of International Women's Day on March 8.

Sandy Howard was honored by the Public Utilities Commission and the Municipal Railway at a reception and recognition ceremony in the Metro Center Shops. Along with management's congratulations, Muni Deputy General Manager Ann Branston presented Howard with the Muni Maintenance Worker brass belt buckle, symbolizing the highly honored and coveted Maintenance Worker of the Month award.

Sandy Howard is the tenth maintenance worker and the first woman to receive this honor. Her dedication, in-

genuity and the example she sets for others have earned her the award.

Along with the specially designed belt buckle, the July Maintenance Worker of the Month also received a PUC Award Certificate from PUC President Nancy Lavin, a \$100 cash award from T.D.I. Winston, Muni's advertising contractor, and a gratis \$25 account from the Muni Shopmen's Credit Union.

Courtesy of T.D.I. Winston, Howard's name was included with other winners of the award this year in a drawing for an expense paid Hawaiian vacation for two.



Dedication, ingenuity and the example she sets for others earned Sandy Howard, pictured above, the title of July Maintenance Worker of the Month.



# Payne is best of the bell ringers—once again

Defending his title for the sixth year, Cable Car Gripman Carl Payne was again judged "World Champion Bell Ringer" at the annual Cable Car Bell Ringing Competition in Union Square.

Judging was by civic notables President Wendy Nelder, Board of Supervisors, Cyril Magnin, Chief of Protocol, President Virgil Caselli, Save the Cable Cars, PUC Commissioner Joseph Barletta, Tom Hiemberg, Orchestra Director of the San Francisco Opera, and Elizabeth Appling, Girls Chorus Music Director.

Payne and five other finalist gripmen dazzled the Union Square crowd with their dexterity, demonstrating originality, melody and rhythm.

First time contestant Dennis McCoy was given the third place trophy by Deputy Chief of Protocol Charlotte Mailliard and a \$300 cash award from KABL Radio. Also trying for the first time, Steve Dickson accepted the second place trophy from PUC President Nancy Lenvin and a \$500 cash award from KABL.

To the cheers of the crowd of thousands in Union Square, Carl Payne was awarded his sixth trophy by Supervisor Willie Kennedy and he received a \$1000 cash award from KABL Radio.

Other Cable Car Bell Ringer finalists receiving trophies were: Luigi Collins, Randy Goetzl and Garland Horton.

Muni General Manager Harold Geisenheimer placed special importance on this year's competition. "This is the first since the cable cars returned to



Carl Payne, six time world champion cable car bell ringer, shows his trophy for 1984.

service after the 20-month long reconstruction of the system," he said.

The Cable Car Bell Ringing Contest was a kick-off of a series of events

welcoming the cable cars back to regular service. Other events included the noon parade of cable cars on June 21, the official opening date, followed by an

"All City Picnic," entertainment and fireworks at locations along the cable car routes including Union Square, Justin Herman Plaza and Victorian Park.

## New commissioners named



Joseph F. Barletta



Louis J. Giraudo

Mayor Dianne Feinstein has appointed two commissioners to the Public Utilities Commission. Joseph F. Barletta, President of the San Francisco Newspaper Agency, has been named to a four year term. Louis J. Giraudo, former President of the Board of Permit Appeals and member of the law firm of Coblenz, Cahen, McCabe & Bryer, will fill the unexpired term of Peter McCrae, who resigned from the Commission. Welcome aboard Commissioners!



Photo: Bill Owyang/S.F.P.U.C.

Above: Cable car restoration supervisors. Top row, left to right: Ernie Ring, Rich Dale, Vern Thorpe; bottom row, left to right: Jonathan Miller, Ken Russo, Don Troya.

### THE MEMO

ADDRESS CORRECTION REQUESTED  
FORWARDING & RETURN POSTAGE GUARANTEED

FIRST-CLASS MAIL  
U.S. POSTAGE  
PAID  
SAN FRANCISCO, CA  
Permit No. 10126

Return Address:  
c/o Community Affairs  
Municipal Railway  
949 Presidio Avenue  
San Francisco, CA 94115